

Our Work:

The Mayor's Office for Economic Opportunity (NYC Opportunity) works to reduce poverty and broaden opportunity by advancing the use of data and evidence in program and policy design, service delivery, and budget decisions.

About the WDC:

The WDC is an independent 501(c)(3) not-for-profit created by the City of New York (the "City") specifically for assisting the City in developing and funding workforce and economic development initiatives. In furtherance of this purpose, the WDC and SBS work in a partnership consisting of, among other things, jointly developing, funding, and managing workforce and training initiatives, and resource sharing.

Job Description:

We are looking for a human-centered design and product focused person to lead the implementation of pilot projects connecting NYC residents experiencing homelessness to government services (from entering shelter to permanent housing). This person will partner with our product team, agency partners, and city residents to implement and manage the adoption of My File NYC. They'll work to uncover challenges, work with the product team on creating solutions, and measuring the success and scaling of the product over time.

The ideal candidate will be respectful of community challenges and comfortable working with individuals and families experiencing homelessness. Fluency in Spanish is helpful.

Responsibilities include:

- Lead the implementation and ongoing support and success of My File NYC with partner agencies and organizations.
- Create, manage, and update training and outreach materials.
- Conduct stakeholder training, information sessions, and onboarding processes to My File NYC.
- Keep abreast of the administration's policy and goals, as well as in the civic tech community, in the homeless services and document management space.
- Directly engage with NYC residents to better understand needs and how they are currently interacting with city services. Assess how is (for current users) / how can (for potential) is My File NYC able to solve these challenges.
- Work with the Product Team and agencies to align on pilot goals, how do we effectively evaluate and report findings.
- Lead multidisciplinary project teams to research and define problems, assess potential opportunities and impacts, align on success measures, and manage implementation plans for new projects.

- Collaborate with design, technology, data, and other internal and external teams to drive the product development lifecycle.

Preferred Skills:

- Commitment to the mission of advancing greater equality and opportunity.
- Experience working closely with communities who are engaging with public services and programs and/or has lived-experience engaging with public services and programs.
- Experience in policy, government, or non-profit, in particular with low-income and vulnerable youth and families is a plus.
- 3-4 years of experience as a Product Manager, Program Manager, or other direct experience focused on the use of technology and public interaction with solutions.
- Experience managing, supervising, or coaching junior staff.
- Experience engaging communities through user research, outreach, or through direct services.
- Ability to self-direct work.
- Excellent communication and presentation skills, both verbal and written.
- Committed to rapid execution while being strategic and flexible.
- Familiarity with data analysis methods and tools.
- Ability to handle confidential and highly sensitive information in a professional manner.

******* ONE YEAR CONTRACT*******

Salary:

\$85,000 - \$90,000 base salary (The total compensation package with benefits is \$117,000 - \$123,500)

Applicants must be authorized to work in the United States. We are unable to provide sponsorship.

Location

1 Metrotech Center,
Brooklyn NY